



TSI Support for Autodesk® Fabrication Software on Zendesk® Help Desk Platform

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1 Introducing TSI Support for Autodesk Fabrication Software on Zendesk Platform

TSI Support for Autodesk Fabrication Software (“Fabrication”) is handled through an online support ticketing service called Zendesk help desk platform (“Zendesk”). Through Zendesk, written communication for a given support issue between you and TSI Support will be archived and accessible by you at any time through the online web interface. Closed support cases will remain searchable in the event the solution should require a repeat view.

The screenshot displays the TSI Support Desk interface. At the top, a blue header features the TSI logo and the text "TSI Support Desk". Below the header, a navigation bar includes links for "HOME", "FORUMS", "SUBMIT A REQUEST", and "CHECK YOUR EXISTING REQUESTS". A user greeting section shows a green checkmark icon and the text "Welcome back, John Doe". A large grey box contains a welcome message: "Welcome to TSI Customer Service!" followed by instructions to stay updated and a link to submit a request or email at support@tsisupporthelpdesk.zendesk.com. The main content area is divided into several sections, each with a title and a count in parentheses, followed by "No topics found" and an "Add Article" link. These sections are: "Announcements (0)", "Tips & Tricks (1)" (which includes a link to "CADmep; Pipes Extending Beyond Bends"), "Fabrication CADmep (0)", "Fabrication CAMduct (0)", "Fabrication ESTmep (0)", "AutoCAD (0)", and "Support Tutorials (0)". The footer of the interface states "Support Ticket System by Zendesk".

Additionally, you will find sections for Special Announcements, Tips and Tricks, and Forums to discuss topics related to Fabrication.



2 Initial Zendesk Login

You will receive an e-mail titled “TSI Support Desk Welcome E-mail” from user TSI Support Desk at the address support@tsisupporthelpdesk.Zendesk.com. Clicking on the link contained within that e-mail will bring you to a Zendesk webpage that will ask you to choose a password for your support user ID.

TSI Support Desk

Seth | [logout](#)

[HOME](#) | [FORUMS](#) | [SUBMIT A REQUEST](#) | [CHECK YOUR EXISTING REQUESTS](#)

Create a password to verify your email address

Enter a password

You'll use this password to sign in to TSI Support Desk (<https://tsisupporthelpdesk.zendesk.com>).

..... [A](#)

Password requirements:

- ✓ must be at least 5 characters

[Verify my email address](#) [B](#)

Support Ticket System by Zendesk

Type in a password that is longer than 5 characters in the textbox on the left (A). When complete, click on the VERIFY MY EMAIL ADDRESS button at the bottom left (B). This will bring you to the login page. Please type in your e-mail address (which is your User ID) (C) and your newly chosen password (D) in the spaces provided. When you have finished, click on the SIGN IN button at the bottom (E).

TSI Support Desk

[login](#)

[HOME](#)

Log in to TSI Support Desk

[C](#)

[D](#)

☐ Stay logged in

[Sign in](#) [E](#)

[I am an Agent](#) [Forgot my password](#)

Support Ticket System by Zendesk

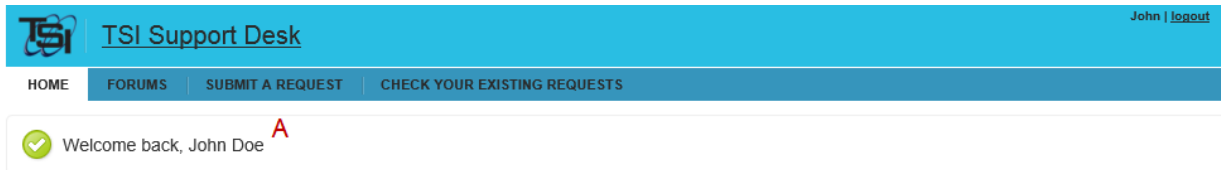


3 Submitting a Support Case

In the address bar of your internet browser, enter the following URL:

<https://tsisupporthelpdesk.zendesk.com> . After logging in, this will bring you to the Zendesk landing page from which you can select Forums topics to read, check on existing support requests, or submit a new support request.

To submit a new support request, click on the SUBMIT A REQUEST button at the top (A).



Clicking on this button will bring you to the Fabrication Support Desk page.



To create your request on this page, you must:

- 1) Select the function of Fabrication that you are having problems with by using the dropdown box under “What product are you having issues with?”

What product are you having issues with? *

-
- AutoCAD
- Fabrication CADmep
- Fabrication CAMduct
- Fabrication ESTmep
- Fabrication FABmep
- Fabrication RemoteEntry
- Fabrication Tracker
- NavisWorks
- Revit

[Attach file »](#)

- 2) In the space provided, type in a description of the issue you are having. Please be as specific and detailed as you can be. Include an account of what you were trying to do when the error occurred, and repeat any warning or error messages you may have received.

Description *

Please enter the details of your request.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas porttitor congue massa. Fusce posuere, magna sed pulvinar ultricies, purus lectus malesuada libero, sit amet commodo magna eros quis urna.

[Print »](#)

- 3) Under the “Product Version”, select the year of the product you are using.

Product Version *

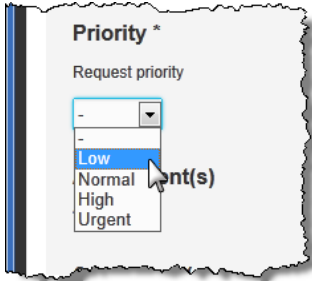
-
- 2010
- 2011
- 2012
- 2013
- 2014

ment(s)

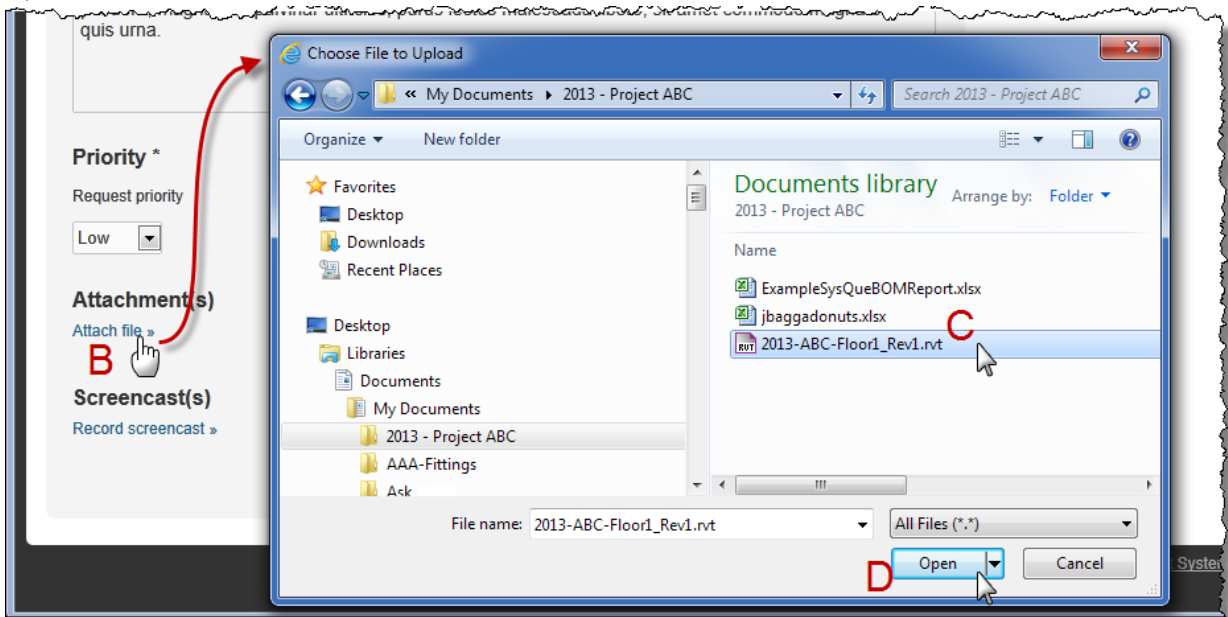
[»](#)



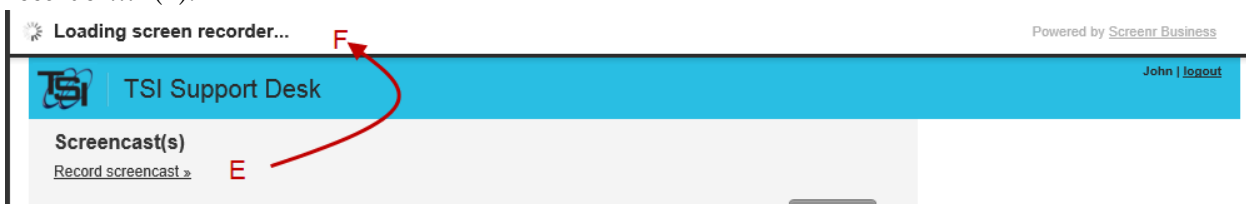
- 4) Under “Priority”, please choose the option that honestly reflects the level of emergency your request represents. TSI’s support technicians will answer Urgent support requests ahead of lower priority issues as a service to the customers. Labeling low priority issues as High or Urgent too often could result in future Urgent requests for your company being automatically downgraded to Normal or Low priority.



- 5) Attach any files that could help in the support process, such as the Revit project you were working in. To do so,
- B)** Click on the “Attach file >” link under “Attachment(s)”.
 - C)** A “Choose File to Upload” window appears. Navigate to the location of the file you wish to include in your support request, and select it in the right frame.
 - D)** Once the file has been selected, click the OPEN button at the bottom.



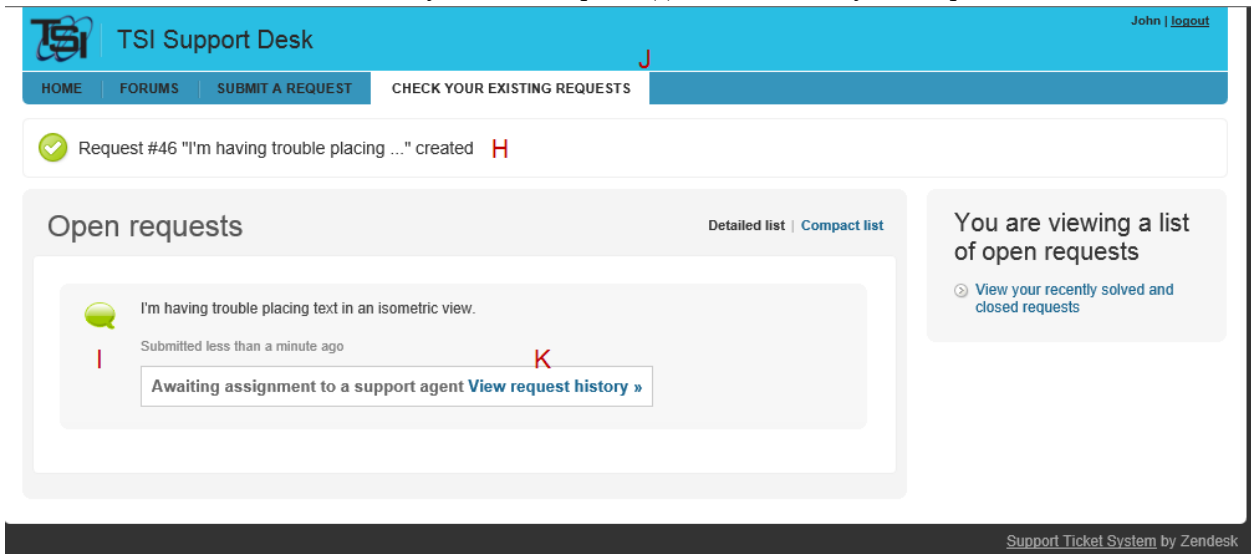
- 6) After the file has finished uploading, you will have the opportunity to include a Screencast (or, animated screenshot) of the process that produced the error. To do so, click the “Record screencast >” link at the bottom of the page (**E**). At the top of the page, you will see a message that reads “Loading screen recorder...” (**F**).



- a. If the message at the top advances to “Screen recorder loaded!”, proceed to Section 3.1 – “Using the Screen Recorder Function of the Fabrication Support Desk” on Page 8 below to learn how to use the Screen Recorder.
 - b. If the message at the top advances to “No Java detected. Get the [free download](#)”, proceed to Section 3.2 – “Installing the Screen Recorder Function of the Fabrication Support Desk” on Page 10 below to learn how to install the Screen Recorder.
- 7) Once you have uploaded your Screencast, click the SUBMIT button at the bottom right (G).



- 8) This will bring you to the “Check Your Existing Requests” page. At the top of the page (H) it will give your ticket number (or “Request #”), a snippet of the support request description, and let you know it has been created. It will also now list your new request (I) in a list of all your requests down below.



You can access this request in the future by selecting the “Check Your Existing Requests” tab (J), and clicking on the “View request history >” link (K) in the request listed below.



3.1 Using the Screen Recorder Function of the Fabrication Support Desk

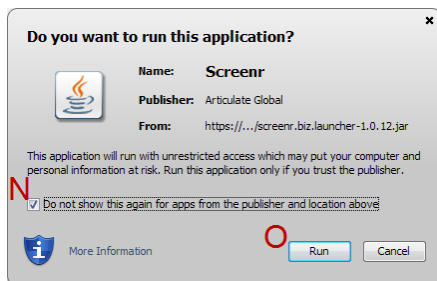
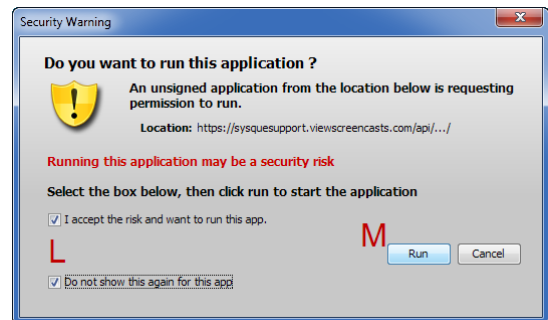
- 1) Clicking on the “Record screencast >” link at the bottom of the page (E above) will start the screen recorder (which you will know by the “Screen recorder loaded!” message that appears at the top.”)

✓ Screen recorder loaded!



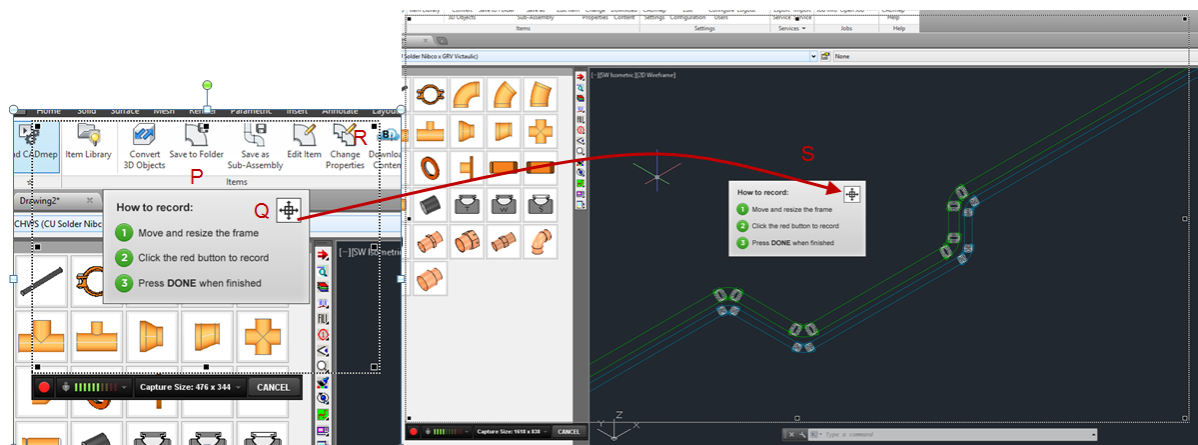
NOTE: At this point, you may receive two warnings.

- a) The first warning will ask if you want to run this application. Please check the two checkboxes on the left (L) (the first to run the app, and the second to disable this warning screen). Then, click RUN (M).

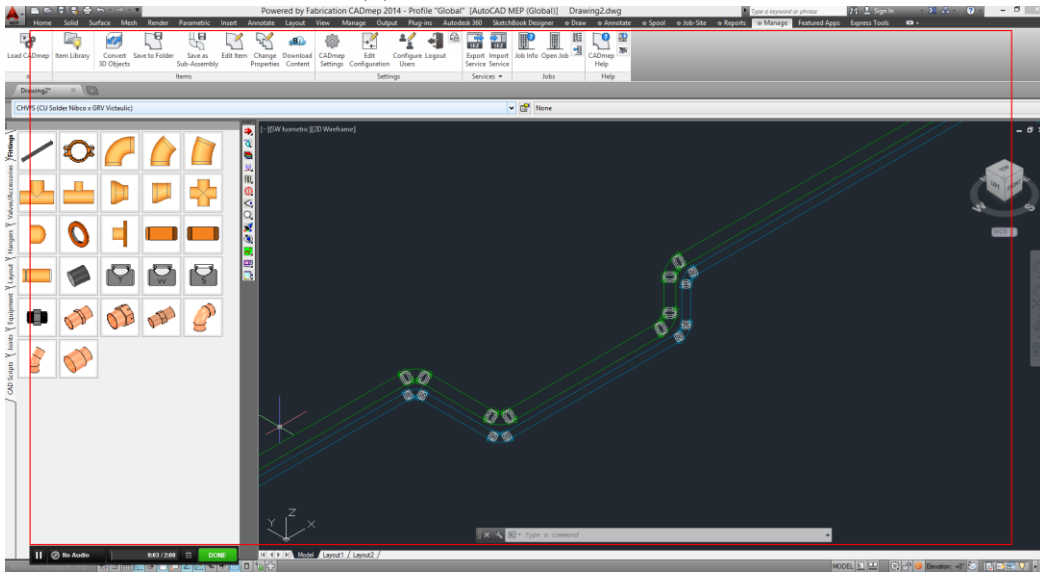


- b) The second warning will ask again if you want to run this application. Check the checkbox on the left that says “Do not show this again...” (N) Then, click RUN (O).

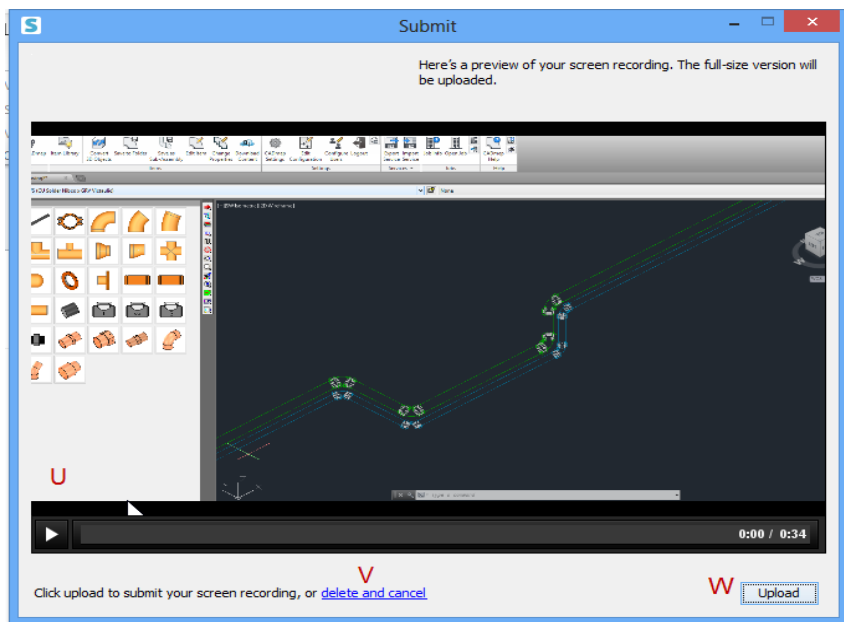
- 2) When the screen recorder runs, a recording window outline will appear (P) with instructions in the center and the controls in a black bar at the bottom. Use the arrows in the center (Q) to move the recording window over the portion of your window you wish to capture. Using the black squares around the outside (R), you can increase the size of your recording window to encompass the entirety of the area on your screen you wish to capture (S).



- 3) Press the red RECORD button  in the control bar at the bottom to begin recording your screen capture.
- 4) After a brief countdown, your recording session will begin, as indicated by the recording window outline turning red, the red RECORD button becoming a PAUSE button , and the counter beginning at the bottom. The application gives you two minutes to create your capture. When you are finished, click the DONE button at the bottom (T).



- 5) The “Submit” window appears, giving you the opportunity to review your capture, which can be run by clicking the PLAY button  (U). If you are unsatisfied, you can click the “delete and cancel” link at the bottom (V) to go back to the recording window and try again. If you are satisfied with your capture, click the UPLOAD button (W).

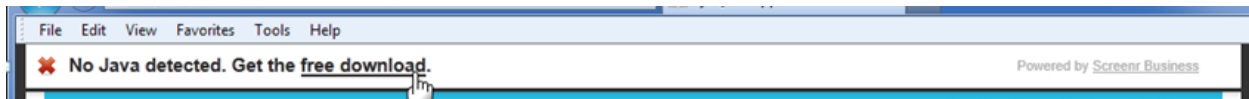


- 6) This will bring you back to the Support Request webpage, where you can complete your submission by following Step 7) under Section 3 – “Submitting a Support Case” on Page 4 above.

3.2 Installing the Screen Recorder Function of the Fabrication Support Desk

If you do not have the correct Java™ add-on installed for your web browser, you may be required to install it. If so, at the top of your screen will appear a message bar reading “No Java detected. Get the [free download](#).” To install the Java app, perform the following steps:

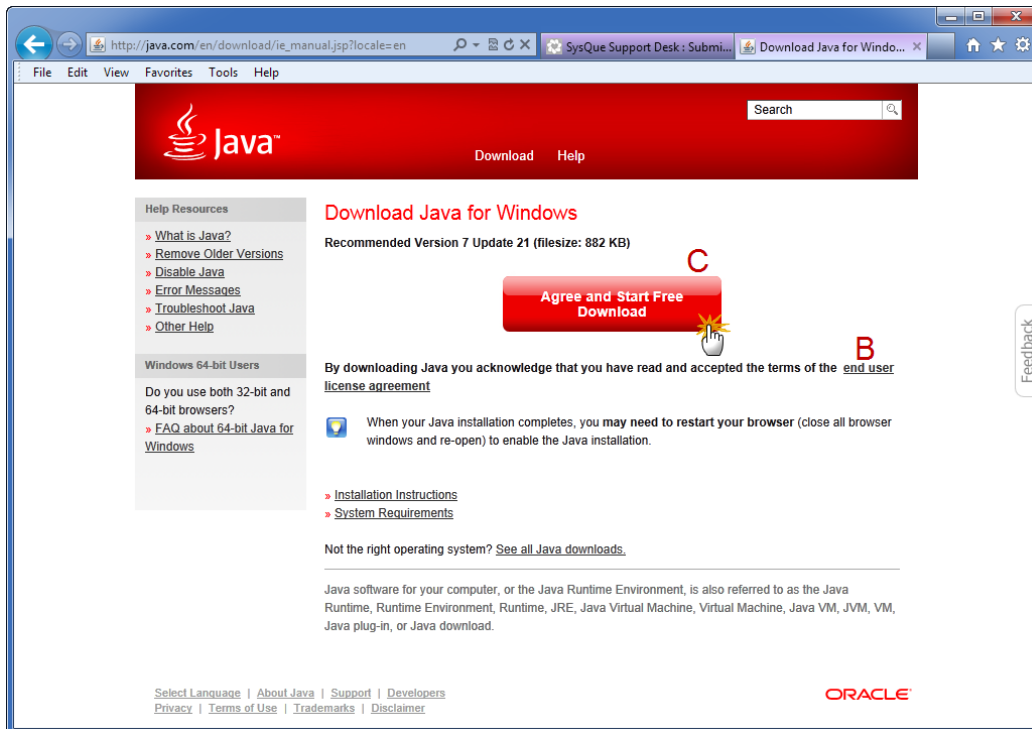
- 1) Click the link that reads “[free download](#)”, which will take you to the address <http://java.com/en/download/index.jsp>.



- 2) At the Java site, you will be asked to download the free Java Runtime Environment by clicking on the FREE JAVA DOWNLOAD button in the middle of the screen. Please do so (A).



- 3) The next page requests that you read the end user license agreement by clicking on the link provided (B). To agree to the EULA and continue with the download, click AGREE AND START FREE DOWNLOAD (C).



- 4) At the bottom of the screen, a box will appear asking you if you want to run or save the Java setup executable. Click the RUN button (D).



- 5) After the initial download, the “Java Setup” window appears. Click INSTALL to install the Java Runtime Environment (E).



- 6) A “free” browser add-on is offered from Ask. Uncheck the “Install the Ask Toolbar...” checkbox on the left (F), then click NEXT (G).



- 7) Please wait while Java is installed.

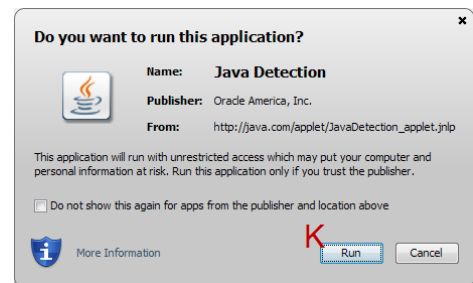
- 8) When the installation has completed, click CLOSE (H).



- 9) A new webpage appears, asking you to verify your Java version (I). You may need to click the ENABLE button (J) at the bottom to start the verification.



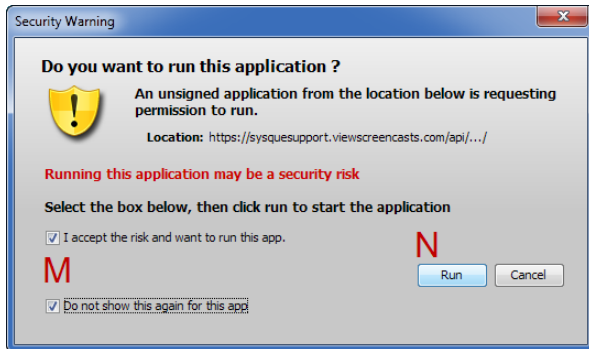
- 10) A window will pop-up asking you if you wish to run the Java Detection application. Please click RUN (K).



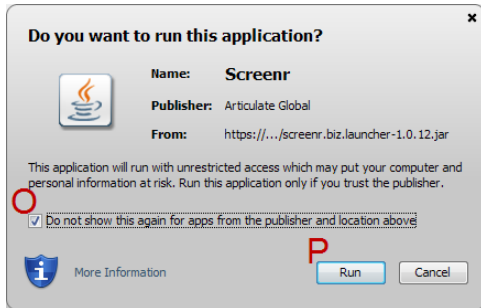
- 11) When the Java version is verified, a message to that effect will appear. You may need to click the ALLOW button (L) at the bottom to enable the Java Add-on.



- 12) At this point, you may receive two warnings. The first warning will ask if you want to run this application. Please check the two checkboxes on the left (M) (the first to run the app, and the second to disable this warning screen). Then, click RUN (N).



- 13) The second warning will ask again if you want to run this application. Check the checkbox on the left that says "Do not show this again..." (O) Then, click RUN (P).



- 14) At this point you will need to restart your web browser. Once the browser has restarted, log back in to Fabrication Support on the Zendesk app and reattempt to run the screencaster following the instructions in Section 3.1 – “Using the Screen Recorder Function of the Fabrication Support Desk” on Page 8 above.



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